

May 4, 2021

BUSINESS EXCELLENCE NEWSLETTER

# TNF Newsletter

## April 2021

Know the latest updates on activities of the Tata Network Forums across the world from April 2020 - March 2021. Despite the COVID-19 pandemic, Tata companies came together virtually and supported each other in this tough time.

[Read more](#)



### Tata Power’s internal audit practice helps TMILL move to next level of process maturity

TBExG facilitated a best practices session to help TMILL improve its ERM/internal audit process. In this session, Tata Power shared its practices related to this area. Post the session, TMILL took many steps internally, including converting its EPM process documents into digital ones, processes being carried out in two broad categories, among many others.

[Read more](#)



### Tata Elxsi shares its practice of Project Health Indicator with Tata Technologies

Tata Technologies wanted to automate KPIs around cost, quality and track project health for projects mapped to different programme managers. TBExG facilitated a best practice sharing session with Tata Elxsi on Project Health Indicator, where an overview of the tool was discussed with a demo. It determines project health on customer centricity and project management.

[Read more](#)

## EDGE: Updates in April 2021

### Promising Practices

- Using **WhatsApp** for **Customer Servicing**
- **Dronacharya** for **Upskilling Contract Workforce**
- Microsoft **Kaizala Chat** based 1-1 & 1-many communication for **customer engagement**
- GEMs platform for **employees** exploring **short term projects** within organization

And many more...

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### Webinars

- **Young Pioneer Programme** to bridge the skill and competency gaps that exist during the transition phase of a fresher from campus to corporate life
- **Computer Vision AI** for real life solutions in **Quality, Health & Safety** to improve efficiencies & ROI
- **Improve Workforce Planning** by building **Process Standards**, using technology and humans to **Signal** the need for plan changes
- **Retail Transformation Success Stories**, blurring lines between digital and physical..

### IHCL participates in APQC’s Open Standard Benchmarking Assessment

As part of its improvement efforts, IHCL wanted to compare contact centre processes across various industries to understand and evaluate its current processes and KPIs. Using APQCs Open Standard Benchmarking Assessment, TBExG helped IHCL in comparing its contact centre metrics with the best in the industry. Post the assessment, IHCL has identified key areas for understanding global benchmarks and best practices to bridge the performance gap

### EDGE Wednesday Webinars

Practice	Date	Timings
XR Gamification and Extended Reality	5 May 2021	1500 -1600 IST/ 1030 -1130 GMT
Leadership Series: C K Venkataraman, MD, Titan Company	12 May 2021	1500 -1600 IST/ 1030 -1130 GMT
Reframing Digital: From Project to Competency	19 May 2021	1730 -1830 IST/ 1300 -1400 GMT

## LEADERSHIP SERIES WEBINAR

**Focusing on Multiple Stakeholders**

**CK Venkataraman**  
MD, Titan

**12 MAY 2021**

**IST 15:00 - 16:00**



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